



TROUBLESHOOTING GUIDE

A fully charged battery must be installed prior to performing any troubleshooting and must ONLY be performed by an adult.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Power Switch is turned "ON", cycle does not work	Battery not installed or fully seated	Verify a fully charged battery is installed until battery release button "clicks"
	Battery not fully charged	Verify the battery is fully charged
Cycle stopped working while riding	Motor or electrical system damage	Verify battery is installed until battery release button "clicks". Contact your local authorized service center for diagnosis and repair.
	Loose battery or wire connection(s)	Recharge or replace battery
	Power button faulty	Replace throttle assembly
	Throttle faulty	Contact your local authorized service center for diagnosis and repair. Watch for error codes on LED indicating overload/overheat. Do not exceed the weight limit of 115 lb (52 kg), ride on flat terrain.
	Rider weight / Terrain too steep	
Short run time/ runs slow	Battery not fully charged	Verify the battery is fully charged
	Old or damaged battery	Replace battery
	Tire is not properly inflated	Inflate tires to the recommended pressure on tire sidewall. Replace tube if unable to maintain pressure.
	Brakes are not adjusted properly	Refer to brake component manual or website for adjustment support
	Gearbox binding / damaged teeth on gears	Service or replace gearbox
Runs intermittently	Loose connection(s)	Check for loose connections/wires
	Motor or electrical system damage	
	Water in electronics	Dry affected area and inspect for damage
	Faulty power button	Replace throttle assembly
	Faulty throttle	
Cycle does not stop when applying the brake	Brake is not adjusted properly	Adjust brake
Cycle makes squeaky noises or Grinding sounds	Chain is too dry	Apply a chain lubricant to the chain
	Gearbox binding / damaged teeth on gears	Service or replace gearbox